

PUBLIC COMPLAINTS AND HEARINGS

GB
(LOCAL)

In accordance with AFA(LEGAL) and GB(LEGAL), the public shall have the right to voice concerns and complaints. The College District is committed to public and customer satisfaction.

The College President shall establish a process by which concerns or complaints from the public can be addressed. The College District's customer service representative shall be designated by the College President.

The College District encourages individuals to express concerns or complaints as soon as possible to allow for early resolution at the lowest possible administrative level. Most questions and complaints can be addressed through informal routine College District channels; however, if additional assistance is needed, a formal, written complaint must be filed.

If a complainant is dissatisfied with the College District's response regarding the formal complaint, the complainant may address the Board during the public participation portion of a regularly scheduled Board meeting. [See BDB]